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Bib Data Sheet

CONFIRMATION NO. 1465

SERIAL NUMBER 10/076,963	FILING DATE 02/15/2002 RULE	CLASS 704	GROUP ART UNIT 2641	ATTORNEY DOCKET NO. 9259-2	
APPLICANTS William Bares, Raleigh, NC; Bradford Mott, Apex, NC; Luke Zettlemoyer, Cambridge, MA; James Lester, Raleigh, NC;					
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/269,032 02/15/2001					
** FOREIGN APPLICATIONS *****					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/11/2002					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Allowance</i> Examiner's Signature <i>[Signature]</i> Initials <i>MLK</i>		STATE OR COUNTRY NC	SHEETS DRAWING 9	TOTAL CLAIMS 66	INDEPENDENT CLAIMS 6
ADDRESS 20792					
TITLE Methods, systems, and computer program products for providing automated customer service via an intelligent virtual agent that is trained using customer-agent conversations					
FILING FEE RECEIVED 1820	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		